# **DELIVERY, CANCELLATION & RETURNS POLICY**

## **1.0 Delivery**

We strive to make our online ordering process as simple as possible. We offer FREE standard UK delivery (Mainland) on all orders over £40. For addresses outside the UK, additional delivery charges will apply. All deliveries will usually require the customer to sign for the acceptance of the goods.

We aim to deliver all items to UK addresses within 3 to 5 working days of payment (excluding Saturdays, Sundays and Bank Holidays). Longer delivery times may apply to certain items and those requiring delivery outside the UK. Where matching Pet ID Tags are ordered, delivery time may be slightly longer. However, we always strive to dispatch your order as soon as possible.

We deliver anywhere in the world, but we reserve the right to deliver them only to the address identified with the card or account that has been used pay. In all cases, our obligation to deliver the items is fulfilled when someone first tries to deliver them at the address you have specified in your order.

If, due to circumstances beyond our reasonable control, a product becomes out of stock after an order has been placed, the customer will be notified by email and given an option to cancel the order and receive a full refund.

The customer should be aware that if an order consists of many products, these products may be delivered separately and may have more than one delivery cost. In these cases, the customer will accept part delivery of an order.

Kera Pets does not accept any liability for delay, dispatch or delivery and cannot be held responsible for non-delivery at any set time on a particular day.

## **2.0 Exchanges**

If you wish to exchange a product for a different size or colour, or for a different item, please email: [kerapets@outlook.com](mailto:kerapets@outlook.com) or contact us via our website enquiry form within 2 days of receipt of goods. You must then return the item to us within 14 days of the original date of despatch at your own cost, in its original packaging with tags attached and in an unused, re-saleable condition. If the new product is at a higher price you may be liable to pay a further amount depending on the reason for the exchange. We will notify you of any change in the price.

A small charge for re-delivery will also be payable according to the size and weight of the package. If your requested exchange is not available, you will be issued with a credit note.

Please note that personalised goods are non-returnable will not be refunded unless faulty.

## **3.0 Cancellation**

A customer has the right to cancel any purchase made within 7 days from receiving the goods. A customer who wishes to return or cancel an order should first email us at [kerapets@outlook.com](mailto:kerapets@outlook.com) or via our website contact form, stating the order number and reason for the cancellation.

Any products returned as a result of cancellation must be in its original packaging with tags attached and in an unused, re-saleable condition upon receipt by Kera Pets in order for a full refund to be made. The cost of the return postage is the customer's responsibility. The cost of the goods will be refunded to your account within 30 days of receipt of the returned goods.

## **4.0 Refunds**

We are sure you will be completely satisfied with our products but if for any reason you are not we will refund your purchase in line with the following terms:

If you wish to return something for a refund, you must contact us by email or telephone, stating that you require a refund, within 7 days of receipt date. You must return the item to us within 14 days of the original date of despatch at your own cost, in its original packaging with tags attached and in an unused, re-saleable condition. Once we've received back and checked your order, the cost of the goods will be refunded to your account within 30 days of receipt of the returned goods.

**Please note that you will not be entitled to a refund of the delivery costs, cost of leather protection treatment or any return postage costs you may incur.**

If you do not inform us within 7 days or return the item within 14 days, you will be issued with a credit note rather than a refund.

Please note that the money-back guarantee does not apply to personalised goods unless faulty, leather protection treatment nor where the customer has ordered the wrong size.

Please note that refunds will not be given if you have ordered the wrong size. Where this is the case, you will be offered an exchange or issued with a credit note. Additional delivery charges will apply.

## **5.0 How to return items**

For exchange or refund request, you must in the first instance email us to indicate the reason for the return within the timescales outlined above.

The return address can be found below. You must return the goods to us in their original packaging and, other than damaged goods, in an unused, re-saleable condition. You should also send your items by recorded or special delivery, as Kera Pets will not be held liable for losses or damage in the postal system.

Return to: Kera Pets, 74 Kedleston Road, Derby, DE22 1GW

## **6.0 Sale items and discounted items**

Please note that our money-back guarantee does not apply to sale or discounted items. Please ensure that you buy the correct size of product, as sale items cannot be refunded.

## **7.0 Faulty products**

We check all items before despatch, very occasionally faulty items do slip through the net. If any product is faulty or damaged in the post, please contact us by email or telephone within 48 hours of receipt date and we will be happy to exchange it for you as soon as possible or offer a credit note or refund. You must return the faulty item to us within 14 days of the original date of despatch. If we do not hear from you within 7 days or receive the item within 14 days, your order will be deemed to have been accepted in good condition.